

Funeral Director's Board

Description

The Board of Funeral Directors and Embalmers examines and licenses individuals that provide funeral goods and services. The Board also accepts complaints against licensees, investigates allegations, and administratively adjudicates complaints. The Board oversees approximately 800 licensees practicing in the state and serves all Arizona citizens who receive funeral goods and services.

IT Vision

To obtain and maintain the technology necessary to provide the board, the citizen, the licensee, other agencies and the general public with comprehensive access to the most recent information regarding the funeral service in the state of Arizona.

IT Mission

To establish and maintain the necessary informational technology and equipment to assist and enhance the Board in regulating funeral service and providing optimum customer efficiency.

Goal 1

The creation and maintenance of a web-site by September 1, 2002.

Objective 1

To provide immediate informational access to consumers relative to laws, rules and data which would otherwise be obtained through contacting the Boards office.

Current Situation

The board is currently revising its rules. Once this is completed this will prompt the need for the web-site.

Performance Measures

- 1 Reduction in the number of calls received regarding laws and rules. (Will establish baseline this year)

Status In Process

	Target 03	Actual 03	FY 04	FY 05	FY 06
Category: Input	0	0	0	0	0

- 2 Number of complaints and or questions that would be received over the web-site. (Will establish baseline this year)

Status In Process

	Target 03	Actual 03	FY 04	FY 05	FY 06
Category: Input	0	0	0	0	0

- 3 Number of requests for applications and or laws. (Will establish baseline this year)

Status In Process

	Target 03	Actual 03	FY 04	FY 05	FY 06
Category: Input	0	0	0	0	0

Goal 2

To maintain and update existing technology as needed.

Objective 1

To ensure that technology utilized by Board does not become antiquated and inefficient.

Current Situation

Through GITA and present appropriations we have been able to purchase new technology for the boards office.

Performance Measures

- 1 Percent of technology refresh completed.

Status	Complete					
		Target 03	Actual 03	FY 04	FY 05	FY 06
Category: Input		0	100	0	100	0